

### **Standard Questions for Applicants Seeking Local Exchange Service Authority**

1. Is your company seeking any waivers or variances of certain Commission rules and regulations in this proceeding that pertain to local exchange service? Please provide evidence as to why your company is seeking any waiver or variance.

**Pac-West seeks a waiver of Parts 710 and 735. The Commission has previously found that it is not necessary to apply these regulatory provisions to competitive service providers and has exempted competitive carriers from the application of these provisions. Such waivers reduce the economic burdens of regulation and are not consistent with the law or the purposes and policies of Article XIII of the Act.**

**Pac-West also requests a waiver of 83 Ill. Admin. Code § 725.500(o), which requires that call boxes be installed on a local exchange carrier's ("LEC") switch in order to allow a Public Safety Answering Position ("PSAP") employee to field 911 calls from that switch in the event of a trunking problem between the central office and the PSAP. This requirement is appropriate when applied to incumbent local exchange carriers, who have switching equipment installed in virtually all of their central offices. It would be technically infeasible (and logistically impossible) for a PSAP employee to field calls from Pac-West's switch in the event of a trunking problem between Applicant and the tandem through which Applicant will route 9-1-1 calls. Therefore, Pac-West requests that it be exempted from complying with this requirement. Although the call box requirement is not appropriately applied to Applicant, Applicant will ensure that it can process all emergency calls with a high degree of reliability.**

2. Will your company comply with 83 Illinois Administrative Code Part 772, Pay-Per-Call Services, including Part 772.55(a)(1), Billing and Part 772.100(d) Notices?

**Yes. Pac-West intends to abide by all applicable rules and regulations.**

3. Will your company comply with 83 Illinois Administrative Code Part 705, Preservation of Records of Telephone Utilities?

**Yes. Pac-West intends to abide by all applicable rules and regulations.**

4. Will your company abide by 83 Illinois Administrative Code Part 735, "Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone Directories for Telephone Utilities in the State of Illinois"?

**Yes. Pac-West intends to abide by all applicable rules and regulations.**

5. Will your company abide by 83 Illinois Administrative Code Part 732, "Customer Credits"?

**Yes. Pac-West intends to abide by all applicable rules and regulations.**

6. Who will provide customer repair service for your company?

**Pac-West will provide maintenance and repair services through either its own Illinois based technicians or through contractual arrangements it may have with repair or maintenance service companies that will be contractors of Pac-West.**

7. How many people does the company employ?

**Approximately 250.**

8. Will your company meet the requirements as they pertain to the Telephone Assistance Programs imposed by Sections 13.301 and 13.301.1 of the Illinois Public Utilities Act and 83 Illinois Administrative Code Part 757?

**Yes. Pac-West intends to abide by all applicable rules and regulations.**

9. Will your company solicit, collect, and remit the voluntary contributions from its telephone subscribers to support the Telephone Assistance Programs?

**Yes. Pac-West intends to abide by all applicable rules and regulations.**

10. Does your company plan on filing to become an Eligible Telecommunications Carrier?

**Pac-West has no current plans to become an Eligible Telecommunications Carrier.**

11. Does the company realize that it will not be able to receive any of the federal reimbursements for the Lifeline and Link Up Programs if it is not an eligible carrier?

**Yes.**

12. Will your company offer all of the waivers associated with the Universal Telephone Service Assistance Programs (UTSAP)?

**Yes. Pac-West intends to abide by all applicable rules and regulations and offer all applicable waivers.**

13. Will your company abide by the regulations as prescribed in 83 Illinois Administrative Code Part 755, "Telecommunications Access for Persons with Disabilities," 83 Illinois Administrative Code Part 756 "Telecommunications Relay Service," and Sections 13-703 of the Illinois Public Utilities Act?

**Yes. Pac-West intends to abide by all applicable rules and regulations.**

14. Will the company's billing system be able to distinguish between resale and facilities based service for the collection of the ITAC line charge?

**Yes.**

15. Has your company signed and return the Universal Telephone Assistance Corporation ("UTAC") and the Illinois Telecommunications Access Corporation ("ITAC") to Commission staff?

**Please See Exhibit E.**

16. How does your company plan to solicit customers once it begins to provide local service?

**Pac-West will initially utilize a direct sales force.**

17. Has your company provided service under any other name?

**No.**

18. Have any complaints or judgements been levied against the company? (Instate, out-of-state, or FCC).

**There have been no formal complaints filed against Pac-West, which ended with judgments levied against Pac-West.**

### **9-1-1 Questions for Applicants Seeking Local Exchange Service Authority**

1. Will your company ensure that 911 traffic is handled in accordance with the 83 Illinois Administrative Code Part 725 and the Emergency Telephone System Act?

**Yes. Pac-West intends to abide by all applicable rules and regulations and offer all applicable waivers.**

2. Will your company contact and establish a working relationship with the 911 systems when you begin to provide local telephone service?

**Yes.**

3. Will your company coordinate with the incumbent LEC(s) and local 911 systems to provide transparent service for your local exchange customers?

**Yes.**

4. Who will be responsible for building and maintaining the 911 database for your local exchange customers?

**Pac-West will be responsible for building and maintaining the 911 database for local exchange customers.**

5. How often will your company update the 911 database with customer information?

**Pac-West will update the 911 information database as often as is required, but at a minimum, Pac-West will update the 911 information database on a daily basis.**

6. Will your company's billing system have the ability to distinguish between facilities based and resale for the collection of the 911 surcharge?

**Yes.**

7. Does your company have procedures for the transitioning of the 911 surcharge collection and disbursement to the local 911 system?

**Yes.**

8. Will your company's proposal require any network changes to any of the 911 systems?

**No.**

9. Will your company be able to meet the requirements specified under Part 725.500(o) and 725.620(b) for the installation of call boxes?

**No.**

10. Does your company plan to file for a waiver of Part 725.500(o) and 725.620(b) in the future?

**Yes. Please see response to Question 1 of Appendix A.**

### **Financial Questions for Applicants Seeking Local Exchange Service Authority**

1. (Answer if requesting waiver of Part 710) What circumstances warrant a departure from the prescribed Uniform System of Accounts ("USOA")?

**Part 710 requires compliance with the Uniform System of Accounts ("USOA"). While this provision is appropriately applied to incumbent LECs that have market power, it imposes unnecessary and burdensome requirements on competitive carriers and are inconsistent with a competitive environment. Pac-West seeks a waiver of this requirement.**

2. Will records be maintained in accordance with Generally Accepted Accounting Principles ("GAAP")?

**Yes. Pac-West will keep its books in accordance with GAAP, which will result in a substantially equivalent portrayal of its operating results and financial condition and will maintain uniformity in the substantive results as among telecommunications companies.**

3. Will applicants accounting system provide an equivalent portrayal of operating results and financial condition as the USOA?

**Yes.**

4. Will applicants accounting procedures maintain or improve uniformity in substantive results as among similar telecommunications companies?

**Yes.**

5. Will applicant maintain its records in sufficient detail to facilitate the calculation of all applicable taxes?

**Yes.**

6. Does the accounting system currently in use by applicant provide sufficiently detailed data for the preparation of Illinois Gross Receipts Tax returns? What specific accounts or sub-accounts provide this data?

**Yes. Attached hereto as Exhibit F is a copy of Pac-West's Chart of Accounts.**

7. If a waiver of Part 710 is granted, will applicant provide annual audited statements or all periods subsequent to granting of the waiver?

**Yes.**

8. Does applicant agree that the requested waiver of Part 710 will not excuse it from compliance with future Commission rules or amendments to Part 710 otherwise applicable to the Company?

**Yes.**

9. Please attached a copy of applicant's chart of accounts.

**Yes. Attached hereto as Exhibit F is a copy of Pac-West's Chart of Accounts.**

**Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority**

**Not applicable. Pac-West will not provide prepaid services.**

1. Will customers have the ability to sign up with any long distance company they choose?
2. Will customers have the ability to use dial around long distance companies?
3. Does the applicant have interexchange authority in Illinois? If yes, please provide the docket number.
4. Will customers have access to the Illinois Relay Service?
5. Will customers be able to make 1-800 calls for free?
6. Will the Company offer operator services?
7. Please describe how applicant plans to collect the monthly fee to be paid in advance.
8. Will customers' monthly bills show a breakdown of services, features, surcharges, taxes, etc.?
9. Will customers pay an installation fee? If yes, will payment arrangements be offered for the installation fee?
10. Will telephone service be in the Company's name or the customer's name. If in the Company's name how will information appear in data bases, such as 9-1-1, directory assistance, etc.?
11. Will applicant offer prepaid service as a monthly service or as a usage service?
12. Will applicant provide a warning when the remaining value of service is about to cease?
13. Is the customer given more than one notice of the remaining value of service?
14. How much advance notice is given to the customer of the remaining value of service?
15. If the customer is in the middle of a call will they be disconnected when the remaining value of service has expired?
16. Has the customer been made aware of potentially being disconnected during a call when the remaining value of service expires?
17. When does the timing of a call start?
18. If the person called does not answer, is any time deducted from the customer's account?
19. Will there be any other instances in which the Company would disconnect a customer, other than running out of prepaid time?
20. When a customer runs out of time is their phone immediately disconnected or on suspension? (Will they still be able to receive calls?)
21. Are applicant's services available to TTY callers?

22. How will the applicant handle a complaint from a customer who disputes the amount of time used or remaining?
23. The Public Utilities Act requires a local calling area that has no time or duration charges. How will the Company define each customer's untimed local calling area?